

COMMUNICATIONS OFFICER

GENERAL DEFINITION

Serves the community as a public safety 911 Communications Officer. Performs responsible technical work on flexible shifts dispatching law enforcement, fire, rescue and general governmental mobile units and other personnel in response to emergency and non-emergency situations.

ORGANIZATIONAL RELATIONSHIP

Work is performed under regular supervision of the Communications Officer Supervisor and Sheriff's Office Administrative Lieutenant. The Lead Communication Officer will assume supervisory responsibility for the staff and department while on shift or in the absence of the Supervisor. In an emergency, if the Lead and the Supervisor cannot be reached, follow the Sheriff's Office Law Enforcement chain of command.

TYPICAL TASKS

- Receives citizen complaints and dispatches appropriate personnel in response including fire, rescue and police;
- Receives and disseminates information via telephone, radio and computer system;
- Accesses records and other information from a variety of sources including but not limited to VCIN/NCIC and other computer terminals; Maintains an accurate log of all events with the aid of the CAD system;
- Accurately conveys complete information to public concerning fire, rescue and police; Answers 9-1-1 emergency telephone lines as well as administrative lines to provide requests for emergencies and non-emergencies for assistance;
- Accurately files appropriate records and written information; Updates training on equipment as required to utilize equipment accurately;
- Operates under periods of extreme stress;
- Complies with confidentiality requirements of position;
- Performs other duties as may be assigned.

ESSENTIAL KNOWLEDGE, SKILLS AND ABILITIES

General knowledge of dispatching procedures; general knowledge of the geography of the County and location of major landmarks; ability to type at a reasonable speed; ability to work with the public effectively and efficiently in a diplomatic manner; ability to speak English distinctly; ability to work under pressure; ability to read maps and determine locations; ability to acquire and relay information accurately; ability to listen and follow directions; ability to pass a basic fire and rescue vocabulary course; ability to follow written Standard Operating Procedures; ability to use sound judgment.

TRAINING, EDUCATION AND EXPERIENCE

Any combination of education and experience equivalent to graduation from high school. Completion of appropriate training prescribed by the Commonwealth of Virginia for this level of position. Completes training as required by position.

SPECIAL REQUIREMENTS AND RELATED OBLIGATIONS

Successfully completes and maintains all state mandated requirements through a criminal justice academy. The successful applicant will possess and maintain a valid Virginia Motor Vehicle Operator's License. Note: Applicant must have and maintain a driving record acceptable to Franklin County and its insurance carrier(s).

PHYSICAL DEMANDS

This position requires the ability to be able to sit for long periods of time while utilizing multiple computer systems for inputting and/or retrieving data. This position requires the person to wear a headset while answering calls and transmitting on radio. The position requires that the person have the ability to multi-task while providing accurate information to other departments required to take action.

WORK ENVIRONMENT

The work environment is typical law enforcement/public safety communications center with adequate desk, seating and lighting for performing all communication objectives.

This description provides information regarding the essential functions of the designated job, and the general nature and level of work associated with the job. It should not be interpreted to describe all the duties whose performance may be required of such employees or be used to limit the nature and extent of assignments such an individual may be given. (Last Updated 07/03/07)(Updated 04/09/09)(Reviewed & Updated 11/17/09; 1/25/2011).